



# Iowa Department of Human Services

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Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

## INFORMATIONAL LETTER NO.1631-MC

**DATE:** March 4, 2016

**TO:** Iowa Medicaid Providers

**FROM:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

**RE:** Non-emergency Medical Transportation (NEMT) IA Health Link Transition Update

**EFFECTIVE:** March 28, 2016

**\*\*\*\*\*This letter replaces Informational Letter No. 1622-MC dated March 2, 2016\*\*\*\*\***

The IA Health Link managed care program will begin April 1, 2016. This informational letter addresses the transition of the non-emergency medical transportation (NEMT) services from the current broker to the Managed Care Organizations (MCOs).

Each of the MCOs has selected a transportation vendor. Providers will contract with each broker to provide NEMT. TMS/A2C will continue to schedule NEMT trips for March 2016. Below are the steps that members, providers, MCOs, brokers and their sub-contractors need to know as the IME transitions from a single NEMT broker to an MCO system.

### **Scheduling Trips for Dates of Service Occurring Before April 1, 2016:**

Members who need to schedule a trip for an appointment occurring prior to April 1, 2016, will continue to contact TMS/AC2 to schedule NEMT trips.

### **Scheduling Trips for Dates of Service Occurring on or after April 1, 2016:**

Members who need to schedule an April trip and know their assigned MCO can begin calling that MCO effective immediately.

Effective March 28, 2016, members must contact their assigned MCO to schedule rides for dates of service on or after April 1, 2016. The MCO will transfer the member to the MCO's contracted NEMT broker to schedule the member's trip.

### **Amerigroup Iowa, Inc.**

Email: [MPSWeb@amerigroup.com](mailto:MPSWeb@amerigroup.com)

Phone: 1-800-600-4441

Operating Hours: 8 AM - 8 PM, Monday to Friday

Website: <http://www.myamerigroup.com/IA>

**AmeriHealth Caritas Iowa, Inc.**

Email: [members@amerihealthcaritasia.com](mailto:members@amerihealthcaritasia.com)

Phone: 1-855-332-2440

Operating Hours: 24 hours a day /7 days a week

Website: <http://www.amerihealthcaritasia.com>

**United Healthcare Plan of the River Valley, Inc.**

Phone: 1-800-464-9484

Operating Hours: 7:30 AM - 6 PM, Monday to Friday

Website: <http://www.uhcommunityplan.com>

Members who do not know their MCO assignment or have questions regarding NEMT can call the IME Member Services Unit at: 1-800-338-8366 or 515-256-4606 or email at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us).

Providers with questions, please contact the IME Provider Services Unit, 1-800-338-7909 or email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).